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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re Application of: **Baggenstoss et al.**

Serial No.: **10/733,137**

Filing Date: **December 11, 2003**

Title: **Managing the Selection of
Performance Interventions in a
Contact Center**

)
) Art Unit: **2614**
)
) Examiner: **Al Aubaidi, Rasha S**
)
) Confirmation No.: **8268**
)
) Docket No.: **07117.105017**
)

TRANSMITTAL

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

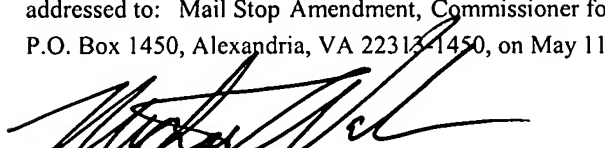
Transmitted herewith are papers in the above-identified application.

- ☒ Amendment and Response.
- ☒ Applicant(s) claim small entity status. See 37 C.F.R. § 1.27.
- ☒ One-month extension of time.
- ☒ The additional fee is calculated as shown below:

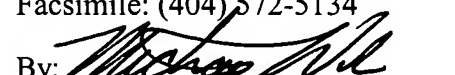
| | | | | | SMALL ENTITY | | LARGE ENTITY | |
|--|---|-------|-----------------------------------|------------------|----------------|---------------|--------------|---------------|
| | CLAIMS REMAINING AFTER AMENDMENT | | HIGHEST PREVIOUSLY PAID FOR | PRESENT EXTRA | RATE | ADDIT. FEE | RATE | ADDIT. FEE |
| TOTAL | 48 | MINUS | 45= | 3 | x25 | \$75 | x50 | \$ |
| INDEP. | 7 | MINUS | 6= | 1 | x100 | \$100 | x200 | \$ |
| FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIMS | | | | | +180 | \$ | +360 | \$ |
| | | | | | TOTAL | | | |
| | | | | | ADDITIONAL FEE | | \$ | |
| | | | | | \$175 | | | |

- ☒ Form PTO-2038 is enclosed, authorizing the charge of \$235 (\$60 for extension of time; \$175 additional claims).
- ☒ The Commissioner is hereby authorized to charge the additional claims fee and any additional fees required under 37 C.F.R. § 1.16, or to credit any overpayment, to Deposit Account No. 11-0980.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on May 11, 2007.


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By: 
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